

HIGHLAND COMMUNITY UNIT SCHOOL DISTRICT NO. 5

Serving the Communities of Alhambra, Grantfork, Highland, New Douglas, and Pierron

MICHAEL S. SUTTON
SUPERINTENDENT OF SCHOOLS



DEREK A. HACKE
ASSISTANT SUPERINTENDENT - INSTRUCTION
BRIAN L. ARTEBERRY
CHIEF SCHOOL BUSINESS OFFICIAL

Transportation Announcement

August 10, 2022

Good afternoon Highland CUSD No. 5,

We are excited to announce the launching of FirstView[®] app, a bus tracking and parent communications app for your smartphone or desktop. Parents and guardians can now track their student's school bus in real-time. Click [here](#) for FirstView[®] app introducing a new way to track your child's bus.

FirstView[®] provides more comprehensive features than any bus tracking app on the market, including:

- **Live Tracking**
The FirstView[®] map screen shows you the location and direction of your student's bus, your student's stop schedule for the current day and timestamps for school arrivals and departures. You'll know when the bus arrives to or departs from school.
- **Predictive Stop Arrival Times**
Analyzing route and GPS data, it determines an estimated time of arrival to your stop provided on the FirstView[®] map. The app is designed to provide parents with a better guideline for bus location and ETA. Students should still be at their assigned bus stop 10 minutes prior to the estimated or scheduled arrival time.
- **Custom Alerts and Messages**
Set up push or email notifications alerting you when your student's bus is a chosen distance or number of minutes away from your stop. Connect up to three additional email accounts (including your own) to receive email alerts. This is a great feature for grandparents or caregivers!
- **Multi-Stop View**
Buses for all your students can be tracked with FirstView[®]. Using individual colors for each student, every selected stop appears on the map simultaneously for easy viewing.
- **Secure and Easy Access**
FirstView[®] requires a password-protected account for app set-up. This way, only you can view your student's stop! These codes are provided by your district/school.
- **Dedicated Customer Support**
We are here to help you. Whether you are having trouble getting started with FirstView[®], not seeing correct data or have an idea to make FirstView[®] better, we want to hear from you!

Contact FirstView® Monday – Friday (Support provided in English only):

- Call the toll-free phone number 888-889-8920 from 7:00 a.m. EST to 5:00 p.m. EST
- Email Customer Support at support@firstviewapp.com
- Use the in-app “✉” button to provide feedback

Please note the transportation data is updated weekly, does not include extracurricular activities and does not update on early-release days.

Click [here](#) for the one-page directions for downloading and setting up the FirstView® app

Click [here](#) for FirstView® step-by-step directions with screen shots

Click [here](#) for school code list to use with the FirstView® app (Required to complete set up in app)

* Please note if your student attends a school outside of the Highland School District boundaries please call Highland First Student at 618-654-3812 to request the out of district school code.

For more information and to download the app, please go to go to www.firstviewapp.com.